



<b>Title</b>	<b>Mitel License Server – Process Simplification for Change of Service Ownership and Password Reset Requests</b>
<b>Summary</b>	<p>This bulletin combines the processes for Change of Service Ownership and Password Reset requests using electronic signatures and document submission, for records managed in the Mitel License Servers for Application Management Center (AMC), License Key Manager (LKM), FYI (Toshiba North America systems), and (Magic) Connected Guest.</p> <p>As per Mitel policy there is an Administration Fee (PN 53003159) of \$150.00 USD that applies to most of these request types EXCEPT for MiVB and MiConnect Enterprise systems, which will be \$1000.00 USD. No fees will be charged for MiVoice Connect systems in EMEA or APAC regions.</p>
<b>Posted Date</b>	November 1, 2018
<b>Effective Date</b>	<b>November 15, 2018</b>
<b>Bulletin Number</b>	PB2018Nov1G
<b>Bulletin Type</b>	Product/Service Announcement
<b>Product Family</b>	All products, with the exception of the former Aastra product family
<b>Audience</b>	All partners globally
<b>Revision Version</b>	1.1
<b>Revision Reason</b>	Updates to Change of Service Ownership for customers of Platinum and Gold authorized partners; Confirmation that the new docusign form will need to be used by all regions - NALA / APAC / EMEA; Updates to fees for specific move requests.

## Bulletin Details

### Target Market / Opportunity / Positioning

The Change of Service Ownership and Password Reset forms are being simplified into a single, unified process that can now be submitted via a single form utilizing the electronic signature process. This new form will require the end user to be part of the authorization process. This new form also replaces the previously used Partner Change Request (PCR) process utilized within the previous ShoreTel channels.

This process is applicable worldwide for systems handled in AMC (Mitel), LKM (ShoreTel), Magic (Connected Guests), Copy Key (MiVCR), FYI (Toshiba North America, MOSS (Mitel) etc.

This process is not applicable for all products handled in SLS and for former Toshiba products outside of North America.

### Product / Service Overview / Features & Benefits / Description

#### 1) **Request Change of Service Ownership**

**Enhanced Functionality** - A document submission and electronic signature process is now available for use. This new document / process guides channel partners step by step to enter all required information into a single document which is then submitted to Mitel when completed. The document is contained within the process outline with a link to begin the request.

**The updated process details will be located within Mitel MiAccess (InfoChannel) on November 7, 2018.**

Once posted partners will be able to locate the details by selecting InfoChannel / Mitel Worldwide / Licensing / AMC / General Information. Here you will find the document "CHANGE OF SERVICE OWNERSHIP AND PASSWORD RESET PROCESS".

**Starting November 15, 2018, only the new electronic document will be accepted.**

In accordance with the existing Mitel policy, an Administration Fee will apply to these types of change requests for all systems except MiVoice Connect moves in EMEA and APAC. The current **Administration Fee of \$150.00 USD (PN 53003159) will apply for each submitted end user change request, EXCEPT MiVoice Business systems or MiVoice Connect Enterprise systems, which will have a fee of \$1000.00 USD.** If a password reset process is also being requested on the form, there will not be an additional fee, provided the system is currently under active Software Assurance. If the system does not have active Software Assurance, a fee of \$150.00 USD (PN 53003159) will be applied per system that needs to have the password reset.

**Note the Following Process Change** - The request for Change of Service Ownership will require a signature from the end user. In addition, the waiting period will be seven calendar days before the records are updated.

If the Change of Service Ownership process also requires a password reset to be done, that information can now be submitted using the same form. There will **no longer be an additional fee for the password reset when submitted with the Change of Service Ownership process provided the system is covered under an active Software Assurance contract.** However, the fee to unlock previous ShoreTel systems will still apply.

## 2) **Mitel Process and Authorization Requirements**

**Request Change of Service Ownership Process** - Mitel Partners who are in good standing with Mitel and who are requesting a permanent transfer of an end user, may do so by following the process outlined below:

1. Complete the "CHANGE OF SERVICE OWNERSHIP AND PASSWORD RESET PROCESS" form signed by the requesting officer of the Partner and end user.
2. Inclusion of a Reference Number provided by the requesting Partner for Mitel to process the required administration fee against, if applicable. The reference number may be a purchase order for the administration fee, or a tracking number the Partner will use for their records.
3. The completed documents (with reference number) should be submitted to [license.support@mitel.com](mailto:license.support@mitel.com) in order to be processed by Mitel.

In the Americas, customers of Platinum and Gold authorized partners can only be moved if they have been with their Platinum or Gold partner for a minimum of three years. Customers that have been supported for less than three years cannot be moved to another partner. This process does not apply to partners located in the EMEA and APAC regions.

NOTE: The requested move will take place within seven calendar days after the request is received by Mitel and the forms are verified as complete.

If you have any questions, please email [license.support@mitel.com](mailto:license.support@mitel.com) or by calling **800-722-1301**, **Option 7**.

## Introduction Schedule

The new form will be located on Mitel MiAccess Infochannel / Mitel-Worldwide / Licensing / AMC / General Information by **November 5, 2018**. **Only the new electronic document is being accepted** as of **November 15, 2018**.

## Pricing

Partners will be charged a fee of **\$150 USD or \$1000 USD (depending upon system type)** using part number **53003159** once records have been moved to their account.

## Questions & Answers

**Q - Can a Partner have the same signer for Signer 1 and Signer 3 on the CHANGE OF SERVICE OWNERSHIP AND PASSWORD RESET forms?**

A – Yes, if they are a signing officer for the company.

**Q – Does a Partner need to fill out a separate set of documents for each location of the end user that they are taking service ownership of?**

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A – No. One form can contain all locations/system IDs for that end user on the same request and will be charged one administrative fee, when applicable.

**Q - Can a Partner submit more than one end user on the set of forms?**

A - No. The Partner must complete a separate set of documentation for each end user. The administrative fee will be charged for each set of forms submitted, when applicable.

**Q – Can the old PCR process be submitted to move end users in the License Key Manager (LKM) system?**

A – No, Effective November 15, 2018, all requests submitted must use the new Mitel process and the administrative fee will be charged, when applicable.

**Q – Does a request still need to be sent to Client Services to move an End User to my account for previous ShoreTel customers?**

A – No, as of November 15, 2018, all completed requests should be sent to [license.support@mitel.com](mailto:license.support@mitel.com).

**Q – Can records for previous Toshiba systems participate in this Change of Service Ownership and Password Reset process?**

A – All North America partners can utilize the Change of Service process at this time.

**Q – Can the new forms be used if ONLY a Password Reset is needed?**

A – Yes, this form will be used for any Password Reset that is now needed. The TSI (tech credit) process is no longer a valid way to obtain Password Resets. The requests will be passed along to the appropriate Tech Support team once submitted. The fee is \$150.00 USD per system that needs a password reset.

Q- Will systems for MiVoice Connect be charged a fee for the move?

A - Only systems in the Americas will be charged a fee. The smaller MiVoice Connect SBE systems will be \$150.00 (USD) and the MiVoice Enterprise systems will be \$1000.00 (USD).

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